How to Direct Questions About the Catalog of U.S. Government Publications

The Federal Depository Library community and the public are encouraged to ask questions and provide feedback on the new Catalog of U.S. Government Publications (CGP) (http://catalog.gpo.gov/) service. We ask that you continue to use askGPO (http://gpo.custhelp.com/), formerly known as the "CRM", "GPO Access Help, and "Online Help Service" to send these inquiries to us.

In an effort to effectively handle your questions and comments, Library Services and Content Management (LSCM) has created the following guidelines to help direct your questions and comments to the appropriate LSCM staff for consideration and response.

Reporting Data Errors

Please continue to send errors found in the cataloging records or data in the CGP to askGPO under the FDLP "Cataloging" or "Classification" categories.
- Examples: duplicate records, missing fields, typographical errors, PURL corrections, information in the wrong fields (such as the item number in the 086 SuDocs number field), etc.

Inquiries And Comments About The New Service

For inquiries and comments about the new CGP, GPO has created two new categories under FDLP in askGPO:

1. CGP functionality problems

Definition: functionality of the catalog does not work or return results.
Examples:
- Catalog is not accessible
- User is unable to use the email function to send 20 or fewer records from the catalog
- Searches don't return expected results (Consult the Catalog's "Help" to check on setting up a search strategy before submitting a question to askGPO)

NOTE: When inquiring, please provide as many details as possible on the function that failed or error messages that may be displayed, to facilitate troubleshooting.

2. CGP enhancements/suggestions
Definition: Suggestions or comments on what a user would like to see
Examples:
- Can search hints appear directly under the boxes for the search terms?
- Can the initial search page offer more search options?

How GPO Will Respond to Inquiries About the CGP

GPO will respond to inquiries received through askGPO during the initial go-live period in the following manner:

- GPO will address Data Cleanup issues but will not reply beyond the initial automated acknowledgement message. Please do not submit multiple times, once your outstanding questions shows the status of "solved". Please check the catalog to verify if the correction has been made. **NOTE:** maintenance and data clean-up is a routine process and your requests will be prioritized along with other data clean-up activities.

- GPO will address and reply directly to individuals who submit CGP functionality problems.

- GPO will not reply to CGP Enhancements/Suggestions beyond the initial automated acknowledgement message. GPO will compile a list of these to use in a planned enhancement process. The goal is to improve usability of the catalog. All suggestions will be considered but all may not be implemented.

How The GPO Will Keep The Library Community Informed About Catalog Functionality

The catalog is available 24 hours a day, seven days a week, except for necessary maintenance. During the initial 90 (ninety-day) period and beyond, GPO will make every effort to schedule necessary downtime for maintenance or to implement changes during off-peak business hours. We will keep the community informed when major downtime must be scheduled.

GPO looks forward to the participation of the community in helping us develop and improve this valuable tool for providing access to Federal publications.